

November 10, 2015

TO: WaTech VPN Customers

FROM: Glen VanValkenburg – VPN Service Manager
Cammy Webster – Revenue and Billing Manager

SUBJECT: VPN Service Offering Billing Changes

This notification is to inform you of upcoming changes to billing of VPN service offerings. Over the years, our customers have benefited from the use of VPN hard tokens and soft tokens. In an effort to streamline billing of the tokens, we are consolidating the services with the same rate into a single service offering. This change does not affect the rate but merely simplifies the billing details for this service on the monthly invoice.

Your November billing and subsequent invoices will reflect this change. November bills will be invoiced on **December 1, 2015**.

The following is an example of the service offering details we plan to simplify in an effort to ease billing of VPN services.

Old Service Offering # and Name	New Service Offering # and Name	Rate
1272 - IPSEC CLIENT VPN REMOTE ACCESS SVC 1337 - SECURID TOKENS 1407 - SSL VPN REMOTE ACCESS SERVICE 1577 - CITRIX ACCESS GATEWAY SERVICE	1407 - VPN Key Fob	\$17.45
1716 - SOFTWARE TOKEN AUTHENTICATION 1717 - AGENCY DIRECT AUTHENTICATION	1716 - SOFTWARE TOKEN AUTHENTICATION	\$3.00
1714 - SSL VPN SOFT/CERT SVC	1714 - VPN SOFT/CERT SVC	\$6.00
1713 - CITRIX SOFT/CERT SVC	No Change	\$6.00

It has been a pleasure to serve you in the past, and we look forward to doing business with you in the future. We value your business and are committed to providing you with the highest level of service.

For questions or comments, please send an email to the WaTech Service Desk (ServiceDesk@watech.wa.gov) or call 360-753-2454.